Use Case Specification: Change Completion Date

1. Change Completion Date

1.1 Brief Description

This use case describes how a customer would go about changing the date of completion for the cake they are ordering.

2. Flow of Events

2.1 Basic Flow

1. Customer decides they want to change the completion date of the cake they ordered.

2. Customer visits website to observe other available times on the calendar widget.

3. Customer chooses desired date/time they want to change the completion date to.

4. Customer notifies Karoline Gardner of the desired change by phone or email.

5. Karoline goes into scheduling system software on her laptop

6. Karoline clicks "Reschedule" to edit the customer's appointment.

7. Karoline replaces the current date and time on the appointment with the revised date and time.

8. Scheduling system sends a receipt to the customer notifying them of the completed change to their order time and date.

2.2 Alternative Flows

2.2.1 *Karoline denies customer's desired date/time*

1. Karoline notifies customer of the denial and allows them to choose another date/time.

2. Customer chooses new date/time for their order.

3. Customer notifies Karoline of the new date/time they desire.

4. Karoline approves of the new appointment and repeats the "Reschedule" process from basic flow.

3. Pre-conditions

3.1 Customer has completed a quote request form.

3.2 Customer has scheduled an appointment date and time.

3.3 Karoline has approved of the original requested date and time of completion for the order.

4. Post-conditions

4.1 Completion date and time are updated in the scheduling system.

4.2 Receipt is sent to customer confirming new completion date.